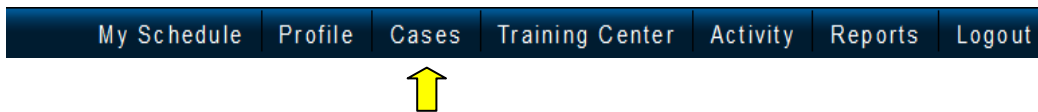


Instructions for FCRB Facilitators to access case documents in ICO

- Go to website <https://childadvocacy.iowa.gov>
- Click **Sign in** box on left hand side
- Enter Account ID and password, click **Sign in**
- On the next screen left hand side under **Staff**, click ICO Web Program



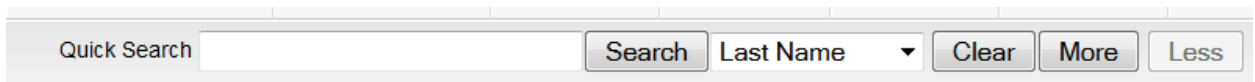
- Another screen comes up, click on Login with your A&A Account ID and password
- Login again with Account ID and Password, click **Sign in**
- ICO confidential information is now available
- Click on Cases [located on black bar near top of page, under banner]



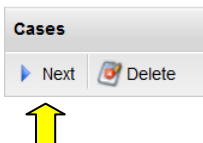
- Check the box for ☐ Show All Cases



- In the quick search blank type in child's last name then hit search



- Hover the mouse over the name of the child to be reviewed, highlight the child with a left click, then click the Next button above Child:

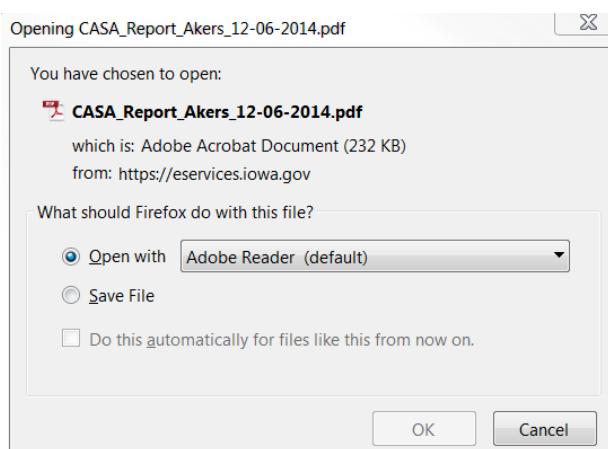


- Hover the mouse over **Cases** again, and several options will appear. Click on [Documents](#):

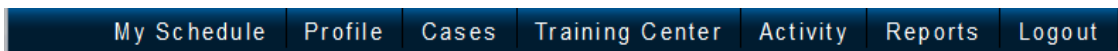
[Summary](#) [Details](#) [Placements](#) [People](#) [Events](#) [Documents](#) [Staff Notes](#) [Notes](#)



- Document screen will open, and the documents will be listed in chronological order
- Double click on a document name to view a document
- A box will appear asking what to do with the file? Select open with Adobe Reader and click **Ok**



- The document will appear for viewing.
- Continue until all necessary documents have been viewed.
- To close out of the ICO program, simply click on Logout



CAUTION! Do not add, change or delete any information in the ICO system. If you have any questions or concerns, immediately contact Sherri (515.281.2799) or Bill (515.281.6332).